

ರಜನೀಶ್ ಗೋಯಲ್, ಭಾ.ಆ.ಸೇ.,
ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿ



ಯೋಜನೆ, ಕಾರ್ಯಕ್ರಮ ಸಂಯೋಜನೆ
ಮತ್ತು ಸಾಂಖ್ಯಿಕ ಇಲಾಖೆ
ಕೊರಡಿ ಸಂಖ್ಯೆ. 305, 3ನೇ ಮಹಡಿ, 4ನೇ ಹಂತ
ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು-560 001
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ಅ.ಸ.ಪ. ಸಂಖ್ಯೆ: ಕೆಇಎ 33 ಇವಿಎನ್ 2013

ದಿನಾಂಕ: 21-02-2017

ಪ್ರಿಯ ಶ್ರೀಮತಿ ಮಂಜುಲರವರೇ,

ವಿಷಯ: ಇ-ಆಡಳಿತ ಇಲಾಖೆಯ ಕರ್ನಾಟಕ ಒನ್ ಯೋಜನೆಯ ಮೌಲ್ಯಮಾಪನ
ಅಧ್ಯಯನದ ಮೇಲೆ ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರವು ಕೈಗೊಂಡ
ಭೇಟಿ- ವರದಿಯ ಬಗ್ಗೆ

ಉಲ್ಲೇಖ: ನಿರ್ದೇಶಕರು, ವಿದ್ಯುನ್ಮಾನ ನಾಗರಿಕ ಸೇವಾ ವಿತರಣಾ ನಿರ್ದೇಶನಾಲಯ
ಇ-ಆಡಳಿತ ಇಲಾಖೆ, ಇವರ ಪತ್ರ ಸಂಖ್ಯೆ: ಇಡಿಸಿಎಸ್/89/ ಕೆ1/2015
ದಿನಾಂಕ: 07-02-2017

ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರವು ಕೈಗೊಂಡ ಭೇಟಿ-
ವರದಿಯ ಮೇಲೆ ಕೈಗೊಂಡ ಕ್ರಮದ ಬಗ್ಗೆ ವರದಿಯನ್ನು ನಿರ್ದೇಶಕರು, ವಿದ್ಯುನ್ಮಾನ ನಾಗರಿಕ ಸೇವಾ ವಿತರಣಾ
ನಿರ್ದೇಶನಾಲಯ ಇ-ಆಡಳಿತ ಇಲಾಖೆ ಇವರು ಉಲ್ಲೇಖ ಪತ್ರದೊಂದಿಗೆ ಸಲ್ಲಿಸಿರುತ್ತಾರೆ.

ಸದರಿ ವರದಿಯನ್ನು ಪರಿಶೀಲಿಸಲಾಗಿರುತ್ತದೆ. ಕ್ರಮ ಕೈಗೊಂಡ ವರದಿಯ 5 ಅಂಶಗಳ ಮೇಲೆ (ಅಂದರೆ
1.1, 1.2, 1.6, 1.10, ಮತ್ತು 1.12) ಸಮಂಜಸವಾಗಿ ಕ್ರಮವನ್ನು ಕೈಗೊಂಡಂತೆ ಕಂಡುಬಂದಿರುತ್ತದೆ. (ಇವುಗಳನ್ನು
ಹಸಿರು ಬಣ್ಣದಲ್ಲಿ ಗುರುತಿಸಲಾಗಿದೆ) ಆದರೆ, ಉಳಿದ 9 ಅಂಶಗಳ ಸಮಸ್ಯೆಗಳನ್ನು (ಅಂದರೆ 1.3, 1.4, 1.5, 1.7, 1.8,
1.9, 1.11 ಅಂಶ 3 ಮತ್ತು ಅಂಶ4) ಇನ್ನೂ ಸರಿಪಡಿಸಬೇಕಾಗಿದ್ದು, ಕೈಗೊಂಡ ಕ್ರಮವು ತೃಪ್ತಿದಾಯಕವಾದಂತೆ
ಕಾಣುವುದಿಲ್ಲ. (ಇವುಗಳನ್ನು ಕಿತ್ತಳೆ ಬಣ್ಣದಲ್ಲಿ ಗುರುತಿಸಲಾಗಿದೆ)

ಉಲ್ಲೇಖ ಪತ್ರದೊಂದಿಗೆ ಸಲ್ಲಿಸಿದ ವರದಿಯ ಪ್ರತಿಯನ್ನು ತಮಗೆ ಇದರೊಂದಿಗೆ ಲಗತ್ತಿಸಿ ಕಳುಹಿಸುತ್ತಾ,
ಈ ಬಗ್ಗೆ ತಾವು ವೈಯಕ್ತಿಕ ಗಮನವನ್ನು ಹರಿಸಿ ಸಮಸ್ಯೆಗಳನ್ನು ಪರಿಹರಿಸಲು ಕ್ರಮ ಕೈಗೊಳ್ಳುವಂತೆ ಕೋರಲಾಗಿದೆ.

ಆದರಗಳೊಂದಿಗೆ

ತಮ್ಮ ವಿಶ್ವಾಸಿ,

(ಡಾ. ರಜನೀಶ್ ಗೋಯಲ್)

ಶ್ರೀಮತಿ ವಿ. ಮಂಜುಲ. ಭಾ.ಆ.ಸೇ.,
ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿ,
ಸಿಬ್ಬಂದಿ ಮತ್ತು ಆಡಳಿತ ಸುಧಾರಣೆ ಇಲಾಖೆ (ಇ-ಆಡಳಿತ ಇಲಾಖೆ),
ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು-560 001

ಪ್ರತಿಯನ್ನು

1. ನಿರ್ದೇಶಕರು, ವಿದ್ಯುನ್ಮಾನ ನಾಗರಿಕ ಸೇವಾ ವಿತರಣಾ ನಿರ್ದೇಶನಾಲಯ, ಇ-ಆಡಳಿತ ಇಲಾಖೆ, ಸಂಖ್ಯೆ
110, ಮೊದಲನೇ ಮಹಡಿ, ಗೇಟ್ ನಂ. 2, ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು.
2. ಮುಖ್ಯ ಮೌಲ್ಯಮಾಪನಾಧಿಕಾರಿ, ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರ, ಬಹುಮಹಡಿ ಕಟ್ಟಡ,
ಬೆಂಗಳೂರು.

22/2/17

o/c

DIRECTORATE OF ELECTRONIC
LIBRARY OF CITIZEN SERVICES (EDCS)
e-Governance Department
No. 110, First Floor, Gate No. 2
M.S. Building, Bengaluru - 560 001



2014-15
ಬಿದ್ಯುನ್ಮಾನ ನಾಗರಿಕ ಸೇವಾ ವಿತರಣಾ
ನಿರ್ದೇಶನಾಲಯ (ಇಡಿಸಿಎಸ್)
ಇ-ಆಡಳಿತ ಇಲಾಖೆ
ನಂ. 110, ಮೊದಲನೇ ಮಹಡಿ, ಗೇಟ್ ನಂ. 2
ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು - 560 001

ನಂ: ಇಡಿಸಿಎಸ್/89/ಕೆ1/2015

ದಿನಾಂಕ: 07.02.2017

ಗೆ,

ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಗಳು
ಯೋಜನೆ, ಕಾರ್ಯಕ್ರಮ ಸಂಯೋಜನೆ
ಮತ್ತು ಸಾಂಖ್ಯಿಕ ಇಲಾಖೆ
ಕೊಠಡಿ ಸಂಖ್ಯೆ 305, 3ನೇ ಮಹಡಿ, 4ನೇ ಹಂತ
ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು-560 001

ಮಾನ್ಯರೇ,

ವಿಷಯ: ಇ-ಆಡಳಿತ ಇಲಾಖೆಯ ಕರ್ನಾಟಕ ಒನ್ ಯೋಜನೆಯ ಮೌಲ್ಯಮಾಪನ ಅಧ್ಯಯನದ
ಮೇಲೆ ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರವು ಕೈಗೊಂಡ ಭೇಟಿ-ವರದಿಯ ಬಗ್ಗೆ
ಉಲ್ಲೇಖ: ತಮ್ಮ ಕಛೇರಿಯ ಪತ್ರದ ಸಂಖ್ಯೆ: ಅ.ಸ.ಪ. ಸಂಖ್ಯೆ ಕೆಇಎ 33 ಇವಿಎನ್ 2013 ದಿನಾಂಕ
19.11.2016

ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಉಲ್ಲೇಖದ ಪತ್ರದನ್ವಯ ಲಗತ್ತಿಸಿದ ಮುಖ್ಯ
ಮೌಲ್ಯಮಾಪನಾಧಿಕಾರಿಗಳು, ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರ ಬೆಂಗಳೂರು ರವರ, ಮೈಸೂರು ಒನ್
ಕೇಂದ್ರಗಳ ಭೇಟಿಯ ವರದಿಯ ಮೇಲೆ ಕೈಗೊಂಡ ಕ್ರಮಗಳ ವರದಿಯನ್ನು ಈ ಪತ್ರದೊಂದಿಗೆ ತಮ್ಮ
ಅವಗಾಹನೆಗಾಗಿ ಸಲ್ಲಿಸಲಾಗಿದೆ.

ನಿರ್ದೇಶಕರು,

ಇಡಿಸಿಎಸ್ ನಿರ್ದೇಶನಾಲಯ

ಪ್ರತಿ: ಸರ್ಕಾರದ ಅಪರ ಕಾರ್ಯದರ್ಶಿಗಳು, ಸಿಆಸುಇ (ಇ-ಆಡಳಿತ) ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು
ರವರ ಅವಗಾಹನೆಗಾಗಿ ಸಲ್ಲಿಸಲಾಗಿದೆ.

**Action taken report on the report of visit of Chief Evaluation Officer, Karnataka
Evaluation Authority to Mysore One Centre**

1. **At Krishnamurthypuram (Jaynagar), Near Jayanagar Railway gate**
 1. **Observation:-** Out of four PC only three were working. One along with printer is found out of order for last 3-4 months. Some other hardware were also not in working condition. List enclosed. Repairs/ replacement is not done by the outsourcing agency
Response:- All the IT Hardware equipments have been repaired and they are working fine.
 2. **Observation:-** No one is found sitting on reception desk at the gate. I was told that security man sits there but he was moving here and there without sitting at the designated place for him
Response:- The issue has been addressed and the care taker of the centre handles the reception desk
 3. **Observation:-** TV is found not working. Cable was not connected
Response:- Instructions have been issued to the Operations Partner of Karnataka One to put it to use
 4. **Observation:-** Two Air Conditioners are installed but none is working for last 3 month
Response:- Air Conditioners installed at the centres are of almost 6 years old and it is proposed to either repair them or replace them depending on the condition. KRIDL has been already requested to visit the centre and submit the estimate.
 5. **Observation:-** Information board in front of office is found damaged and not repaired for last 2 months
Response:- Work order has been already issued to Karnataka State Habitat Centre and advance has been released for replacing the name board and service board
 6. **Observation:-** All the staff were present. One was on weekly off
Response:- Karnataka One Centres work on 365 days except on national holidays and operators working at these centres are provided with one weekly off. Weekly off are given on rotational basis and buffer operators are placed to work in the place of operators for whom weekly off is given.
 7. **Observation:-** Staff informed that they are not provided the EPF and ESIC number. Which is necessary and statutory requirement.
Response:- EPF and ESIC numbers are mentioned in salary slips of every employee and they are aware of the same. Besides, the HR team of CMS Computers Ltd. (Operations Partner of Karnataka One) also supports as and when assistant is required for utilisation of above schemes.

8. **Observation:-** Staff also informed that their original marks cards are taken by their employer without giving them receipt of the same or returning keeping the certified copies
Response:- As per the operations partner of Karnataka One M/s CMS Computers Ltd., (who are also responsible for deployment of man power to Karnataka One Centres), as a security policy, the original marks card is collected from the operator during enrolment of their employment, since they would be handling huge cash and may get involved in misappropriation. The same will be returned after their exit from their employment
9. **Observation:-** Ramp with rail along with the facility for the specially abled persons is immediately required
Response:- The work of providing the ramp shall be taken up shortly
10. **Observation:-** Few visitors complains about non working of the website link
Response:- Earlier due to the inconsistency of network connectivity, the link used to be down for a short while. Now the same has been taken care by providing secondary connectivity
11. **Observation:-** Necessary registers, viz. Stock register, attendance register, feedback register etc are required to be properly maintained
Response:- Instructions have been issued to the Operations Partner of Karnataka One to maintain the same properly
12. **Observation:-** Old note of Rs 500 and 1000 were not being accepted against the bill, this was rectified immediately on sending SMS and ACS planning. In the afternoon they received instructions to accept these notes against bills
Response:- This was an exceptional issue due to the demonetisation of Old High Denomination notes by Government of India and EDCS Directorate was awaiting the communication from the official banker of Karnataka One on acceptance of old high denomination notes and immediately after receipt of the communication of banker the centre resumed accepting the same.

2. **At Ramakrishna Nagar, MUDA shopping complex**

Observation:- Almost similar issues were observed as narrated above

Response:- Same as above


3. It is observed that at the end of the day money collected is taken away by a third agency to deposit in the bank but after the provider centre remains unaware about the deposit by this agency. It may be appropriate if a cross check is taken up by the concerned department on the last 6 months transactions at least.

Response:- The standard operating procedure being adopted for Karnataka One Project including Mysore One is that authorised cash pickup agency of official banker of Karnataka One (Axis Bank) visits all Mysore One Centres every day and collects the financial instruments like cash/cheques/DD's and deposits with the Axis Bank branch at Mysore. The responsibility of Mysore One Centres is only to hand over the cash/cheques/DD's to the cash pick up agency and obtain the acknowledgement. Axis Bank central team at Bangalore reconciles the collections

and then transfers to the respective department on a daily basis. EDCS Directorate monitors the banking operations and no issue has been found on the same

4. Possibility can be explored for clubbing these centres with the e-corners/e-touch of SBI/SBM and similar facilities of other banks. That will be more helpful to the public and cut the costs to the Government.

Response:- Karnataka One Project offers services through two channels wherein assisted services are provided at Karnataka One centres through manned counters and services are also being offered through a self service portal of Karnataka One portal. If the same services are to be offered through e-corners/e-touch of SBI/SBM as suggested then Karnataka One has to be integrated with banking system which may not be feasible for the bankers. However a discussion with banking partner in this regard shall be initiated.


Director,
Directorate of EDCS.

ಕರ್ನಾಟಕ ಸರ್ಕಾರ
 ಇಲೆಕ್ಟ್ರಾನಿಕ್ ಸರ್ವಿಸ್ ಡಿಲಿವರಿ ಅಧಿಕಾರಿಗಳು
 # 110, ಎ.ಎಸ್.ಬಿಲ್ಡಿಂಗ್ ಕಟ್ಟಡ, ಡಾ|| ಅಂಬೇಡ್ಕರ್ ಸ್ಟ್ರೀಟ್,
 ಬೆಂಗಳೂರು-560 001
 ದೂರವಾರ್ತೆ: 080-22370281 ಫ್ಯಾಕ್ಸ್ : 080-22370282
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 ಅಂತರಜಾಲ : www.karnatakaone.gov.in



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**DIRECTORATE OF ELECTRONIC
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 Web: www.karnatakaone.gov.in

No: EDCS/43/K1/2013

Date: 23.05.2016

To,
 Chief Evaluation Officer,
 Karnataka Evaluation Authority
 No 542, 5th Floor, 2nd Stage
 M S Building
 Bangalore

Sir,

Sub: Action taken report on recommendations based on the evaluation of Karnataka
 One taken up by Karnataka Evaluation Authority
 Ref: Your Office letter No: KEA 33 EVN 2013 dated 23.04.2016

With reference to the above subject, action taken report on the recommendations
 made by the Karnataka Evaluation Authority has been prepared and has been enclosed here
 with for your kind needful.

Yours faithfully,



 Director, EDCS

Copy to:

1. The Principal Secretary to Government, DPAR (e-Governance), M. S Building,
 Bangalore, for kind information
2. The Secretary to Government, Planning Program Monitoring and Statistic Department
 M.S Building, Bangalore, for kind information

ಕರ್ನಾಟಕ ಮೌಲ್ಯಮಾಪನ ಪ್ರಾಧಿಕಾರ

ಸ್ವೀಕೃತಿ ಸಂಖ್ಯೆ 1496
 ದಿನಾಂಕ 24.05.2016
 ಸೂಚನೆ ಸಂಖ್ಯೆ
 ದಿನಾಂಕ


 24/05/16
 A/S Consultants
 JS
 24/5/16

Action Taken Report on Recommendations based on the evaluation taken up by Karnataka Evaluation Authority

Recommendations	Action Taken
<p>a) Short-Term Practicable Recommendations:</p> <ol style="list-style-type: none"> i. To strengthen the facilities in the centres enabling to render the services in a more professional and effective way. More particularly, K-One centres can be converted into disabled friendly by constructing ramps and wherever possible can be shifted to ground floor to help senior citizens. Basic amenities like drinking water, sufficient seating facility, maintaining cleanliness, proper lighting etc., can be ensured to make customer comfortable. ii. To take care of regular maintenance of computer system and other facilities. iii. To insist channel partner to take quick actions in rectifying the computers system in centres in case of break downs. iv. To give wide publicity for K-One centres and its range of services through. distribution of hand bills, banners, newspaper insertions, advertisement in local newspapers, radio and cable channels. v. To open/ earmark exclusive counters for handling specialized services like issue of ration card etc., which are more time consuming. vi. To deploy more staff/counters depending on extra peak hour/peak day rush. 	<ol style="list-style-type: none"> i. Most of the Karnataka One Centres were set up 5 years ago and they have, under gone reasonable wear and tear. In view of this KRIDL has been already requested to visit all the centres and submit estimates for taking up of renovation/maintenance works. KRIDL has already visited Karnataka One Centres and is in a process of estimate preparation. In one of the centre at Dharwad, the work of renovation is under progress. ii. Maintenance works of AC's, repair works of furniture's and electrical works were taken up wherever immediate maintenance was required. iii. Work has been entrusted and advance has been released to Karnataka State habitat centre to replace the name boards/service boards and monograms of all Karnataka One Centres. iv. Operations Partner of Karnataka One has taken up the maintenance of the Computer systems. However most of the IT Hardware are more than 5 years old. Hence in the RFP which was floated recently for selection of Operations Partner EDCS Directorate has taken he responsibility of replacing the existing hardware with new. Accordingly RFP was floated for procurement of IT Hard ware and was recalled as the tender received single bid and the prices were on the higher side. RFP has been again floated on 17.05.2016. v. Action has been taken to replace UPS and Batteries of 31 Centres out of 37 centres where the replacement was essential. vi. Action has also been taken to procure 20 Dot matrix printers vii. Social media campaign has been taken up on Facebook and Twitter to give wide publicity on services of KOne. Paper Advertisements have also been published. New launches of services are

	<p>viii. being done through press conferences to ensure that wide publicity is given. Out of the total available counters at Karnataka One Centres, one or two counters are dedicated for specialized service like Application for Ration Card and other services of Food and Civil Supplies Department. Exclusive counter has been setup for Aadhar enrolment.</p> <p>ix. In the current RFP requirement of Manpower is defined based on the volumes of transactions. CMS Computers Ltd, the Operations Partner as informed the Directorate of EDCS that they have deployed additional staff than RFP requirement. However this needs to be assessed by the EDCS Directorate .</p>
<p>b) Long term practicable recommendations:</p> <p>i. The estimated coverage of K-one centres is just 27% of households in the nine cities considered for the study. This indicates a huge potential to open more centres in all districts across the state.</p> <p>ii. Efforts should be made to create awareness on K-One centres to increase the transactions at existing centres at least to the level of top ten centres. Focus should be given initially to the centres in the city with higher population, for example, Mysore city.</p> <p>iii. More services can be added to the purview of the K-One centres for the benefit of customers depending on practicability to include such additional services.</p> <p>iv. The demand for K-One centre is well established as almost all families are bound to pay one or other bills like electricity, water, property tax etc., other than specialized services. Under this circumstance, a large number of K-One Centres required to be opened to cater to the needs of population.</p> <p>v. A broad guidelines is evolved for opening of new centres as below:</p> <ul style="list-style-type: none"> - There must be a K-One centre, which is accessible to customers within a distance at 5kms. 	<p>i. In the recently floated RFP provision has been made to Replicate Karnataka One to another 42 cities so that to cover all Corporations and CMC's. In the first phase it is planned to set up Karnataka One Centres at 17 District head quarters and accordingly Deputy Commissioners and Commissioners Corporations/CMC's have been requested to identify and allot buildings for setting up of centres.</p> <p>ii. Adding of new services to the existing bouquet of services is a continuing process and as part of it services like sale of LED Bulb's, Payment of traffic violation fines, Application for photocopy/Re-totalling/Re-valuation of answer scripts by SSLC students. Payment of Additional Security Deposit for Electricity Connections, Enrolment of Aadhar , Updation of personal details in Aadhar, Post paid bill payments of Reliance have been added.</p> <p>iii. Steps have been initiated to add 2 more centres in Tumkur and the work of creating interiors is in progress.</p> <p>iv. Two Centres at Hubli-Dharwad are ready for inauguration and the work of creating interiors is in progress at one more location.</p> <p>v. As per the implementation model of Karnataka One Government Organisations like Urban Local Bodies/Urban Development</p>

- K-One Centres to be set up at major locations with more than 25,000 potential customers. Based on this criteria, around 200 K-one centres may required to be opened to cover the urban population.
- Existing/proposed payment counters of service providers mainly ESCOMS & Water Board need to be reckoned when setting up new K-One Centres to avoid possible overlapping.
- Suggestions offered by customers and services providers during the study can also be considered while taking the decision on opening new centres. Keeping the above broad parameters, new K-One centres can be established in phased manner with an ambitious target of opening K-One Centres in major cities of all 30 districts of Karnataka in a span of next five years.

Authorities/District Administration and other Government Departments have to provide built-up spaces on rent free basis and e-Governance Department furnish them and setup the centres & the major challenge is to get the buildings. In view of this provision has been made in the RFP to set up centres on a Franchise model to overcome the challenge and quickly set up more centres.

vi. In the recently floated RFP provision has been made to Replicate Karnataka One to another 42 cities so that to cover all Corporations and CMC's. In the first phase it is planned to set up Karnataka One Centres at 17 District head quarters and accordingly Deputy Commissioners and Commissioners Corporations/CMC's have been requested to identify and allot buildings for setting up of centres.

c) Recommendations requiring change in policy:

- i. More K-One Centres could be set up across the state as it would be advantageous to both the customers and service providers as such centres are carrying out multiple tasks in a single point saving time and resources.

- i. Proposal of replicating KarnatakaOne to 42 more cities was placed before the Empowered Committee for BangaloreOne and KarnatakaOne chaired by Additional Chief Secretary to Government and the Committee has accorded the proposal .Accordingly, in the recently floated RFP provision has been made to Replicate Karnataka One to another 42 cities so that to cover all Corporations and CMC's. In the first phase it is planned to set up Karnataka One Centres at 17 District head quarters and accordingly Deputy Commissioners and Commissioners Corporations/CMC's have been requested to identify and allot buildings for setting up of centres.
- ii. The proposal of setting up of Karnataka One Centres on franchise model in cities where enough number of Government Building are not available was placed before the empowered committee of Bangalore One and

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Karnataka One and the proposal has been approved and accordingly provisions have been made in the RFP for setting up of Centres in the franchise model.

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**Director,
Directorate of EDCS,**